



IT Information Systems Technician, Senior

Non-Classified Classification

Open for Recruitment: February 20, 2015 – March 6, 2015

Announcement # NONCLS032094

Salary Range: \$22.30 per hr (\$46,384 yearly) [-Plus Competitive Benefits!](#)

Location(s): Boise

SPECIAL NOTIFICATION: This position is exempt from classified state service and the rules of the Division of Human Resources and the Idaho Personnel Commission.

The Idaho State Department of Education has an opening for an IT Information Systems Technician, Senior

The IT Information Systems Technician, Senior performs a broad range of systems administration and technical support for stand-alone PC hardware and software applications, local area networks, help desk and other related tasks and assignments. At this level, incumbents possess in-depth knowledge of PC hardware and software support and have developed a proficient understanding of LAN administration, WAN communications, and the resolution of network operating problems. The incumbent will work in an office environment with a team of IT professionals. Position requires sufficient personal mobility, flexibility, and balance, with or without reasonable accommodation, which permits the employee to lift or move objects that weigh up to 50 lbs. This is a full-time position serving under appointment of the Superintendent of Public Instruction.

RESPONSIBILITIES:

- Designs processes for security set-up.
- Runs the support desk for all school districts, charter schools and other support teams that work in the field.
- Works directly with district leadership on roles and access of all SDE created applications.
- Designs, tests, and installs specific client applications and reports using available software packages and fourth generation languages.
- Installs and maintains hardware and software products and configures PC and network equipment according to department standards.
- Defines system standards and procedures.
- Installs network infra-structure equipment (in cooperation with IT Systems Manager) including cabling plants, communications backbone equipment, and telecommunications hardware.
- Identifies, evaluates, and corrects hardware, software, or operations problems.
- Monitors and troubleshoots LAN and WAN system performance and resolves communications and networking problems.
- Performs LAN administration functions as defined by IT Systems Manager and CIO.
- Provides recommendations to clients for future hardware and software additions or enhancements.
- Participates in other related projects as assigned.

QUALIFICATIONS:

- Experience independently installing, upgrading, and maintaining one or more computer networks including server/host hardware and software and network cabling.
- Experience independently evaluating and resolving computer, system, and user problems including compatibility conflicts, application operations, hardware malfunctions, and telecommunications problems.
- Experience independently evaluating and defining customer/system needs and recommending and implementing new IT solutions.
- Experience recommending the installation and use of applications and system software.

- Experience with Microsoft Windows operating systems to include base knowledge of server OS's. This includes experience with Windows Active Directory as well as Exchange (Office 365) and with Outlook Web Access. Also knowledge of department standardized software to include Office Suite, Adobe, IE, etc.

TO APPLY:

Please submit **1.)** a letter of interest, **2.)** your resume'/CV, **3.)** the support staff employment application (see link below), and **4.)** three (3) professional letters of recommendation OR the names and contact information of three (3) professional references to:

State Department of Education
Human Resources Office
650 W. State Street
P.O. Box 83720
Boise, ID 83720-0027
Fax: (208) 334-2228
E-Mail: hr@sde.idaho.gov

Your letter of interest and/or resume' should specifically address how your education and work experience meet the responsibilities, qualifications, and required skills of the position. The professional staff employment application and veteran's preference information can be found at:

http://www.sde.idaho.gov/site/job_openings/

Application materials may be dropped off, mailed, faxed or submitted electronically. By electronic submission, applicants certify that the information they are providing is true and correct even without an actual signature.

**Thank you for your interest in employment
with the State Department of Education!**

OVERTIME NOTICE: At the discretion of the appointing authority, compensatory time off may be provided in lieu of overtime cash compensation.

Hiring is done without regard to race, color, religion, national origin, sex, age or disability. The State of Idaho provides veterans preference in employment